Polycom VVX300/VVX400/VVX500
Phone User Guide

Make a Call – Internal	• Dial the **extension** plus **#** *Note: You may temporarily need to dial a 10-digit number until all sites are converted*
Make a Call – External	• Dial the **10-digit number** *Note: **ALL** external calls require 10-digit dialing, including local; there is no access code (i.e. '9') required. Include 011 if applicable*
Hold	• Press the **[Hold]** key • To return to the caller press the **[Resume]** key *Note: You can press **[Answer]** to answer another incoming call and automatically put the first caller on 'hold' without using the [Hold] key*

TRANSFER
*Note: For both Transfer options you can press **Cancel** to return to the original caller*

Transfer To Extension or External Number	<u>Announced Transfer</u> • While on a call press **[Transfer]** • Dial the extension plus # or an external number • Announce the caller • Press **[Transfer]** again to complete the transfer <u>"Blind" Transfer</u> • While on a call press **[Transfer]** • Dial the extension plus # or an external number • Press **[Transfer]** again <u>immediately</u>
Transfer To Voicemail	• While on a call press **[To Vmail]** *Note: You may need to press the **More** key to access this feature* • Dial the party's extension, then press **Enter** • The caller is immediately transferred to the employee's mailbox
Conference	• While on a call press **[Conference]** *Note: You may need to press the **More** key to access this feature* • Dial the extension plus # or the external number of the party you wish to add • Press **[Conference]** again; all parties are connected *Note: You can repeat these steps to add up to 15 parties, service permitting*
Do Not Disturb – Activate **Do Not Disturb – Cancel**	• Press **[Do Not Disturb]** *Note: This will disable ringing and forward your calls to voicemail (if available)* • Press **[Do Not Disturb]** again to cancel
Call Logs	• Press **[Callers]** • Select Missed, Received, or Placed Calls… • Scroll through entries to review or press **[Dial]** to call
Forward – Activate **Forward – Cancel**	• Press **[Forward]** • Select Always (most common – Forwards ALL Calls), • In "Contact" field enter extension or 10-digit number • Select **[Enable]** Same instructions as above, but select **[Disable]** to cancel
Pickup *If applicable*	• To answer a pickup group member's ringing phone, lift the handset and press the **[Pickup]** key *Note: You may need to press the **More** key to access this feature*
Park **Retrieve** *If applicable*	• Press the **[Park]** soft key then enter an employee's 5-digit extension, followed by the # key; the call is now Parked • With the handset down press the **[Retrieve]** soft key or *88 • Lift the handset and enter the 5-digit extension followed by # • You are now connected to the caller